

FIG. 1

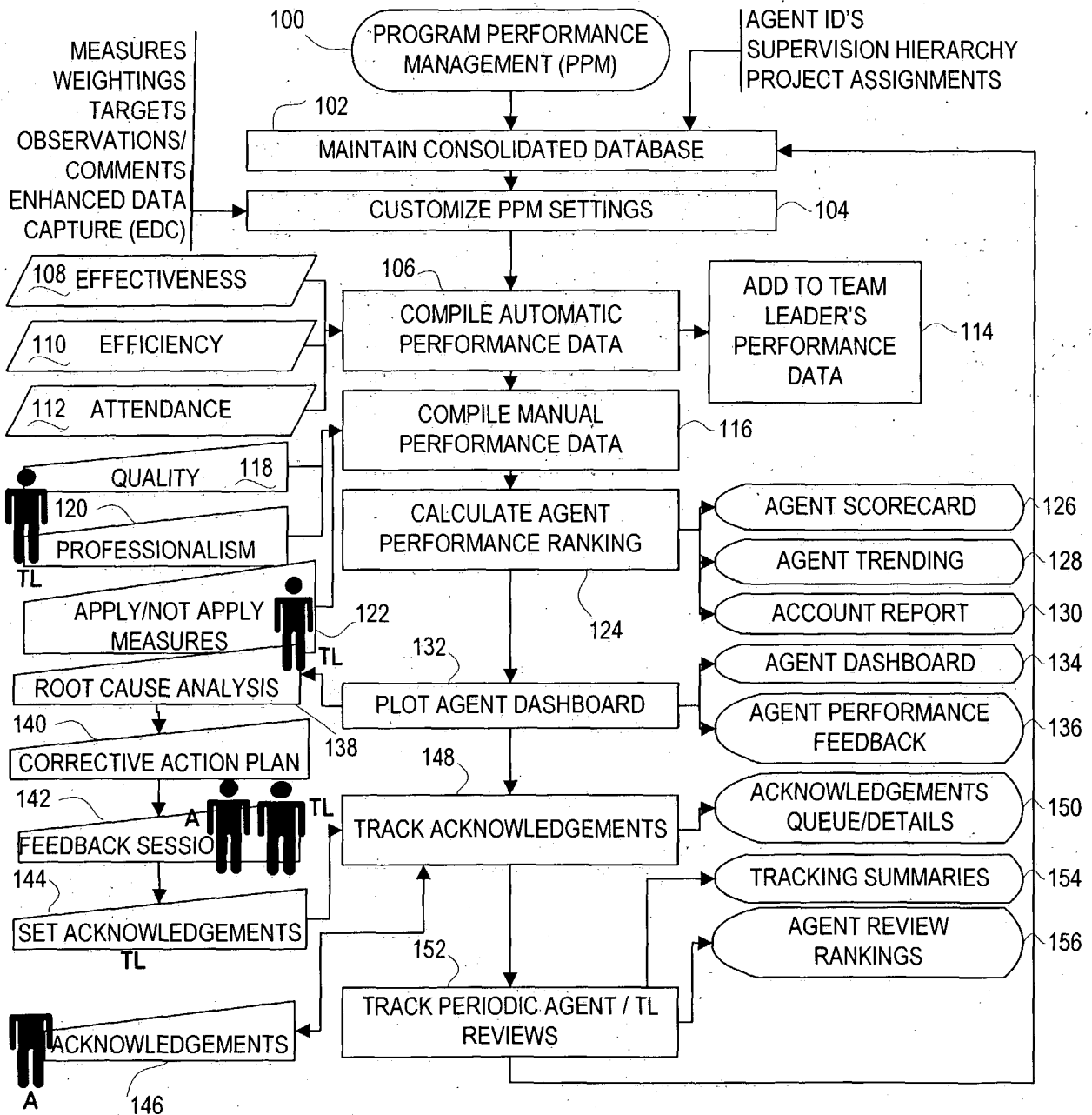


FIG. 2

202

206

204

208

210

212

214

216

218

220

222

224

226

228

230

232

234

236

238

240

242

244

246

248

250

PROJECT: WIDGETS

TYPE: AGENT

SAVE

SUPERVISOR: J.M. BOSS

SEARCH

CANCEL

START DATE: 07/01/20XX

FINISH DATE: 07/31/20XX

DETAIL

EMPLOYEE:

SHOW APPLY TYPES:

YES

NO

PENDING

REFRESH

| PERIOD | SCORECARD | MEASURE | SCORE | GRADE | APPLY | COM |
|-----------|----------------------|------------------------|--------|-------|-------|-----|
| 7/31/20XX | ACME WIDGET, REDTOWN | ABSENCES | 0 | 4 | YES | COM |
| 7/31/20XX | ACME WIDGET, REDTOWN | TARDIES | 0 | 4 | YES | COM |
| 7/31/20XX | ACME WIDGET, REDTOWN | QUALITY OBSERVATIONS | 100.00 | 5 | YES | COM |
| 7/31/20XX | ACME WIDGET, REDTOWN | PROFESSIONALISM OBSER | 97.00 | 5 | YES | COM |
| 7/31/20XX | ACME WIDGET, REDTOWN | ATT (SECONDS) | 156.57 | 3 | YES | COM |
| 7/31/20XX | ACME WIDGET, REDTOWN | AVERAGE ACW (SECONDS) | 4.69 | 5 | YES | COM |
| 7/31/20XX | ACME WIDGET, REDTOWN | PPM INBOUND AHT (SEC.) | 279.38 | 3 | YES | COM |
| 7/31/20XX | ACME WIDGET, REDTOWN | STAFFED TO HP% (PERC.) | 99.23 | 5 | YES | COM |
| 7/31/20XX | ACME WIDGET, REDTOWN | AGENT PRODUCTIVITY (%) | 89.53 | 3 | YES | COM |
| 7/31/20XX | ACME WIDGET, REDTOWN | SCHEDULE ADHERENCE (%) | 83.64 | 3 | YES | COM |
| 7/31/20XX | ACME WIDGET, REDTOWN | MISC. AUX (MINUTES) | 107.45 | 3 | YES | COM |

SHOW DAILY DETAIL

SHOW WEEKLY DETAIL

SHOW GRADE SCALE

REMOVE SCORECARD FOR THIS EMPLOYEE

ADD ALTERNATE PROJECT MEASURES

RESTORE SCORECARD FOR THIS EMPLOYEE

FIG. 3

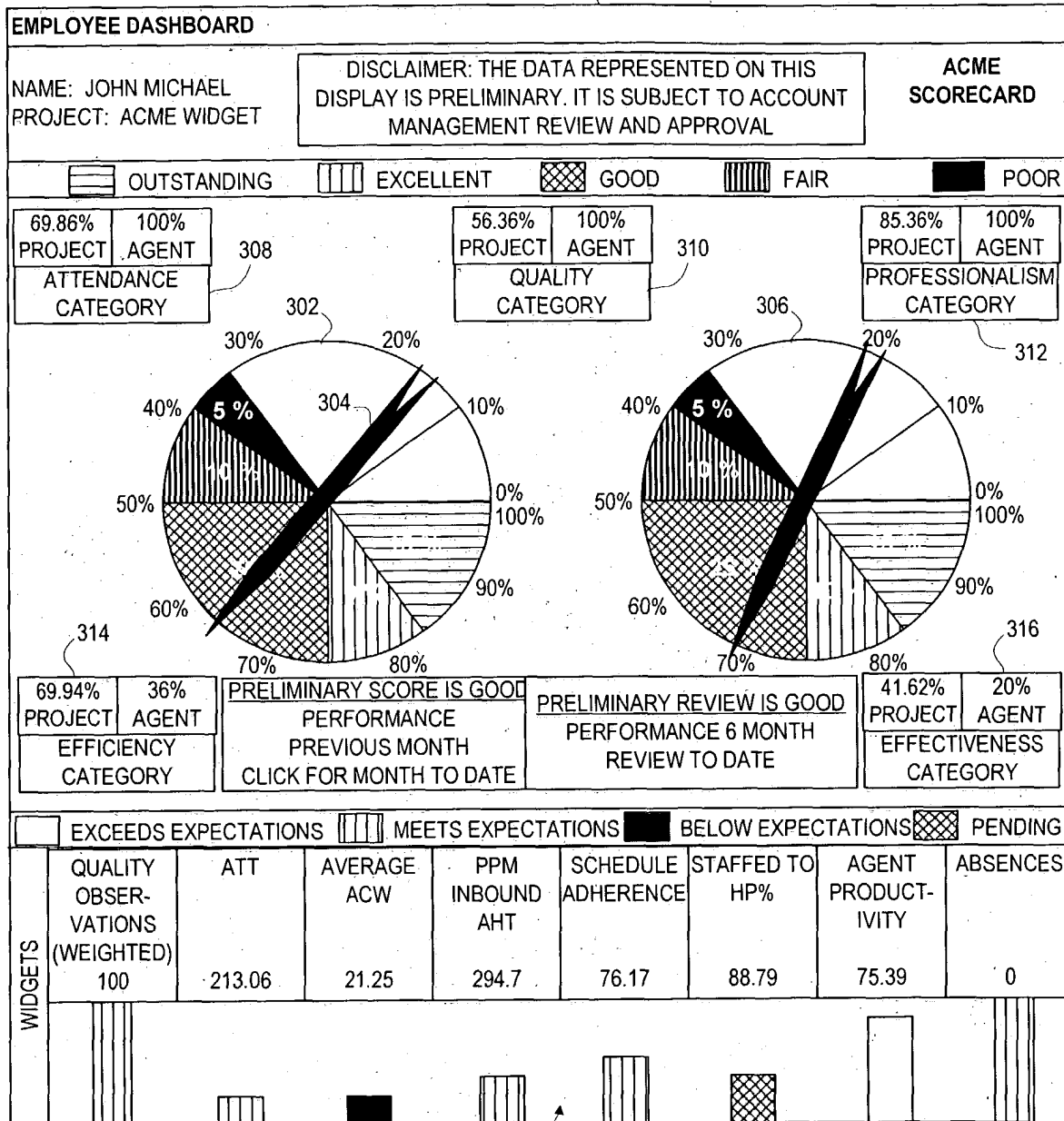


FIG. 4

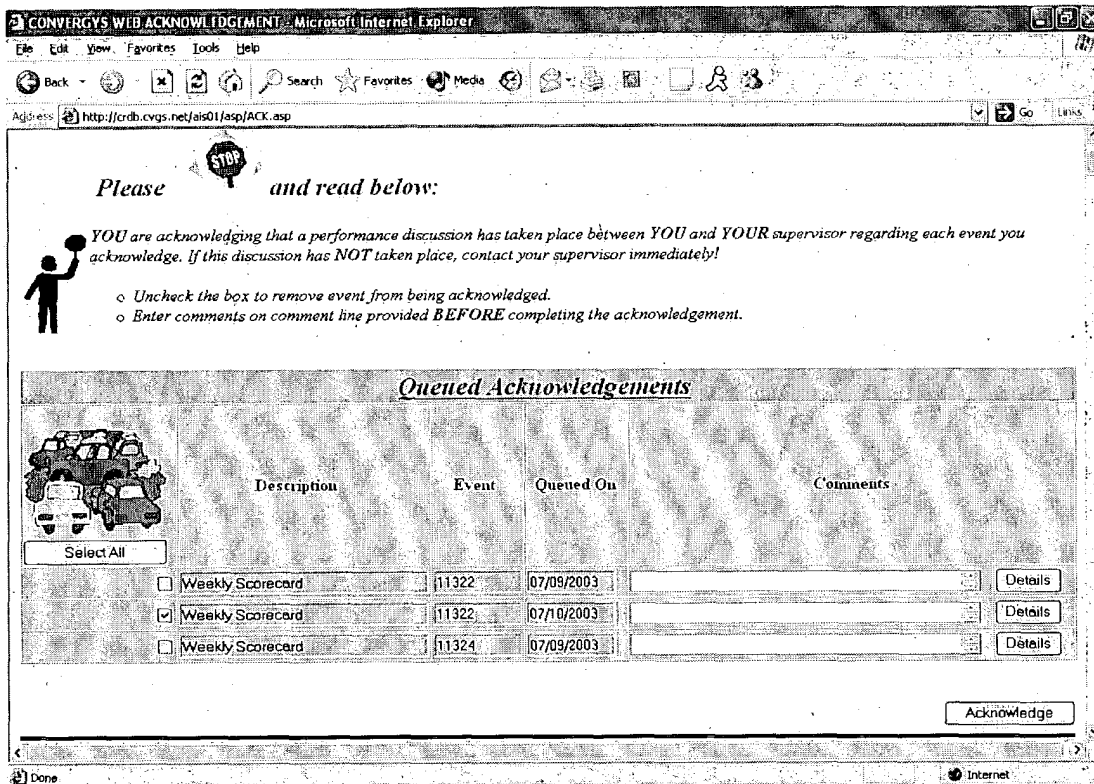


FIG. 5

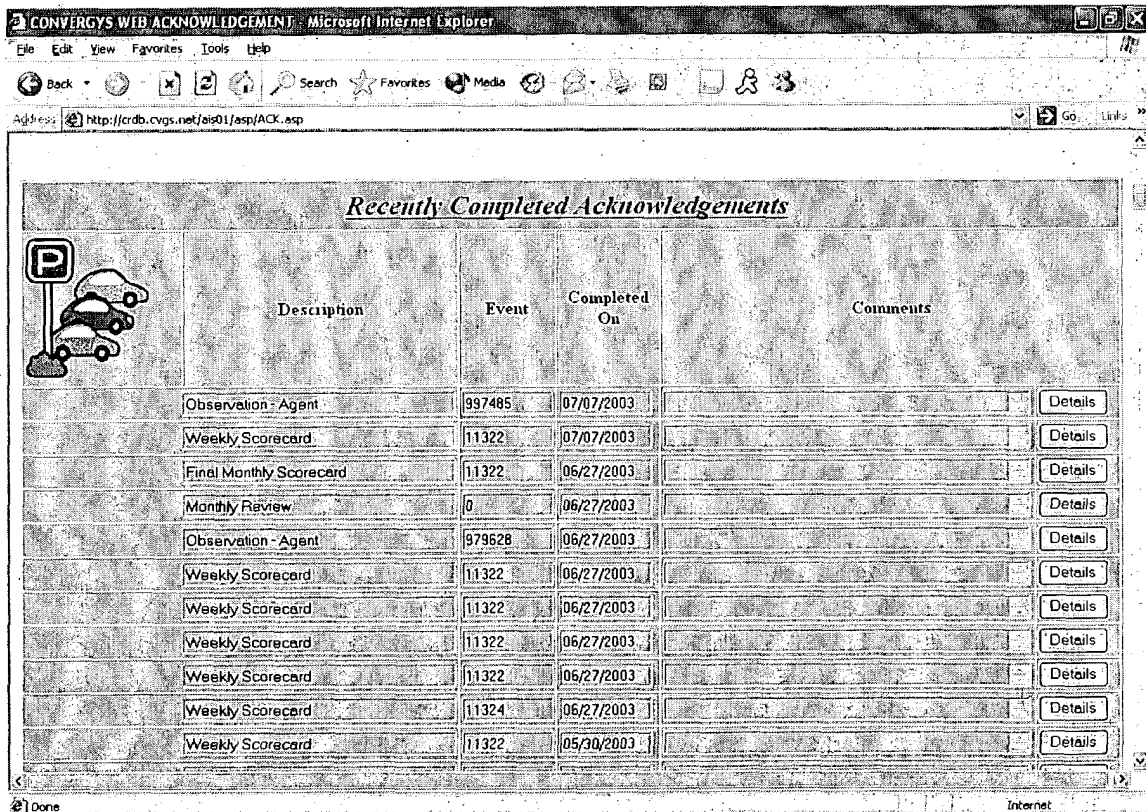



FIG. 6

ACKNOWLEDGEMENT DETAIL - Microsoft Internet Explorer

| | |
|---------------------|-----------------------|
| Acknowledged What: | 1614-Weekly Scorecard |
| Acknowledged Event: | 11322 |
| Created By: | METREX-MANAGER |
| Created On: | 07/09/2003 |
| Queued By: | |
| Queued On: | 07/10/2003 |
| Modified By: | |
| Comments: | |

 ScoreCard Details

| Date | Description | Measure Description | Measure Group | Points Rcvd | Points Poss | Score | Grade | Comm |
|----------|-------------|------------------------------|---------------|-------------|-------------|----------------|-------|------|
| 7/5/2003 | | Digital Solutions - Absences | Attendance | 5 | 5 | 0 Absences | 5 | |
| 7/5/2003 | | Digital Solutions - Tardies | Attendance | 5 | 5 | 0 Tardies | 5 | |
| 7/5/2003 | | Custom Effic - Nortel | Effectiveness | 6 | 10 | 97.29 Percent | 3 | |
| 7/5/2003 | | Schedule Adherence | Effectiveness | 6 | 10 | 90.65 Percent | 3 | |
| 7/5/2003 | | AHT - Nortel Inbound | Efficiency | 6 | 15 | 534.29 Seconds | 2 | |
| 7/5/2003 | | Avg Not Ready %-Nortel | Efficiency | 9 | 15 | 10.95 Percent | 3 | |
| 7/5/2003 | | Advisor - Quality Score | Quality | 11.7 | 19.5 | 96.88 Percent | 3 | |

FIG. 7

Employee Performance Feedback Sheet

Employee: A
Supervisor: B
Month Of: June, 2003

Tenure: 7 Years and 93 Days
Project: Ba
Scorecard: BA

| Measurement | | Point Value | Scale | Grade | Week 1 6/1-6/7 | Week 2 6/8-6/14 | Week 3 6/15-6/21 | Week 4 6/22-6/28 | Week 5 6/29-6/30 | MTD Score | Points Received |
|---|--|-------------|--------------------|-------|-------------------|--------------------|---------------------|---------------------|---------------------|-----------|-----------------|
| Attendance (10 Points) Digital Solutions - Absences (9925611) Points Possible: 5 | | 5 | = 0 AND = 0 | 5 | | | | | | | |
| | | 4 | = 0 AND = 0 | 4 | | | | | | | |
| | | 3 | = 1 AND = 1 | 3 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0 | 5 |
| | | 2 | = 2 AND = 2 | 2 | | | | | | | |
| | | 0 | >= 3 AND >= 3 | 1 | | | | | | | |
| Comments { | | | | | | | | | | | |
| Digital Solutions - Tardies (9927898) Points Possible: 5 | | 5 | = 0 AND = 0 | 5 | | | | | | | |
| | | 4 | = 0 AND = 0 | 4 | | | | | | | |
| | | 3 | = 1 OR = 1 | 3 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0 | 5 |
| | | 2 | = 2 OR = 3 | 2 | | | | | | | |
| | | 0 | >= 4 AND >= 4 | 1 | | | | | | | |
| Comments { | | | | | | | | | | | |
| Effectiveness (20 Points) Custom Effic - N (10064506) Points Possible: 10 | | 10 | >= 99.5 AND <= 100 | 5 | | | | | | | |
| | | 8 | >= 99 AND < 99.5 | 4 | | | | | | | |
| | | 6 | >= 97 AND < 99 | 3 | 99.80 | 100.00 | 91.15 | 99.90 | 99.86 | 99.31 | 8 |
| | | 4 | > 100 OR < 97 | 2 | | | | | | | |
| | | 0 | >= 0 AND < 95 | 1 | | | | | | | |
| Comments { | | | | | | | | | | | |
| Schedule Adherence (10098456) Points Possible: 10 | | 10 | >= 95 AND <= 100 | 5 | | | | | | | |
| | | 8 | >= 92 AND < 95 | 4 | | | | | | | |
| | | 6 | >= 88 AND < 92 | 3 | 82.10 | 85.32 | 86.31 | 91.71 | 84.76 | 86.27 | 4 |
| | | 4 | >= 86 AND < 88 | 2 | | | | | | | |
| | | 0 | >= 0 AND < 86 | 1 | | | | | | | |
| Comments { | | | | | | | | | | | |

FIG. 8

Queue [X]

Save Queue Close

Project: Supervisor: Agent:

Pending Acknowledgements

| Description | Event | Created |
|--------------------------------|-------|---------|
| 1614 - Weekly Scorecard | 11322 | 7/16/20 |
| 1615 - Final Monthly Scorecard | 11322 | 7/10/20 |

View Event Details

Queue for Web

| Description | Event | When |
|-------------------------|-------|---------|
| 1614 - Weekly Scorecard | 11322 | 7/10/20 |
| 1614 - Weekly Scorecard | 11324 | 7/9/20 |
| 1614 - Weekly Scorecard | 11322 | 7/9/20 |

View Queued Details View Event Details

FIG. 9

Scorecard Acknowledgment Event Details [X]

| Date | Description | Measure Description | Measure Group | Points | | Score | Grade |
|-----------|-------------|------------------------------|---------------|--------|-------|---------------|-------|
| | | | | Rec'd | Poss | | |
| 07/12/20 | | Digital Solutions - Absences | Attendance | 5.00 | 5.00 | 0 Absences | 5 |
| Comments: | | | | | | | |
| 07/12/20 | | Digital Solutions - Tardies | Attendance | 5.00 | 5.00 | 0 Tardies | 5 |
| Comments: | | | | | | | |
| 07/12/20 | | Custom Effic - Nortel | Effectiveness | 4.00 | 10.00 | 95.32 Percent | 2 |
| Comments: | | | | | | | |
| 07/12/20 | | Schedule Adherence | Effectiveness | 10.00 | 10.00 | 95.76 Percent | 5 |
| Comments: | | | | | | | |

Close

FIG. 10

Employee Review Rankings
From 6/1/2003 to 6/30/2003

Disclaimer: The data represented in this report is PRELIMINARY and it is subject to Account Management review and approval.

Project Code: BA

Review Type: Monthly

| <u>Agent</u> | <u>Supervisor</u> | <u>Score %</u> | <u>Rank</u> | <u>Rating</u> |
|--------------|-------------------|----------------|-------------|---------------|
| Gr | Br | 87.00% | 1 | 5 |
| Kn | St | 86.20% | 2 | 5 |
| Be | Ke | 85.00% | 3 | 5 |
| Va | Ke | 83.44% | 4 | 5 |
| Me | St | 83.33% | 5 | 5 |
| Ni | St | 83.00% | 6 | 5 |
| Nc | W | 82.00% | 7 | 5 |
| He | Br | 81.00% | 8 | 4 |

FIG. 11

CRDB Reporting - [Daily Exclusion Screen]

File Reports Tools Window Help

Select

Project: Search

Supervisor:

You are currently connected to Dev 1 - Salt Lake

Employees

- ☐ ABC, Tom
- ☐ BCD, Alice
- ☐ CDE, Fred
- ☐ DEF, David
- ☐ EFG, Sarah
- ☐ FGH, Alex
- ☐ GHI, Terry
- ☐ HIJ, Kelly
- ☒ IJK, Bill
- ☐ JKL, Mary
- ☐ KLM, Wanda
- ☐ LMN, Dilbert
- ☐ MNO, Steven

Select All Employees

Scorecards

Measures

PPM Inbound AHT

Select All Days In Month

June 20

| Sun | Mon | Tue | Wed | Thu | Fri | Sat |
|-----|-----|-----|-----|-----|-----|-----|
| | | | | | | 1 |
| 2 | 3 | 4 | 5 | 6 | 7 | 8 |
| 9 | 10 | 11 | 12 | 13 | 14 | 15 |
| 16 | | 18 | 19 | 20 | | |

Exclude From Selected Employees

Show Daily Measures

Ready

06/21/2002 15:56

FIG. 12

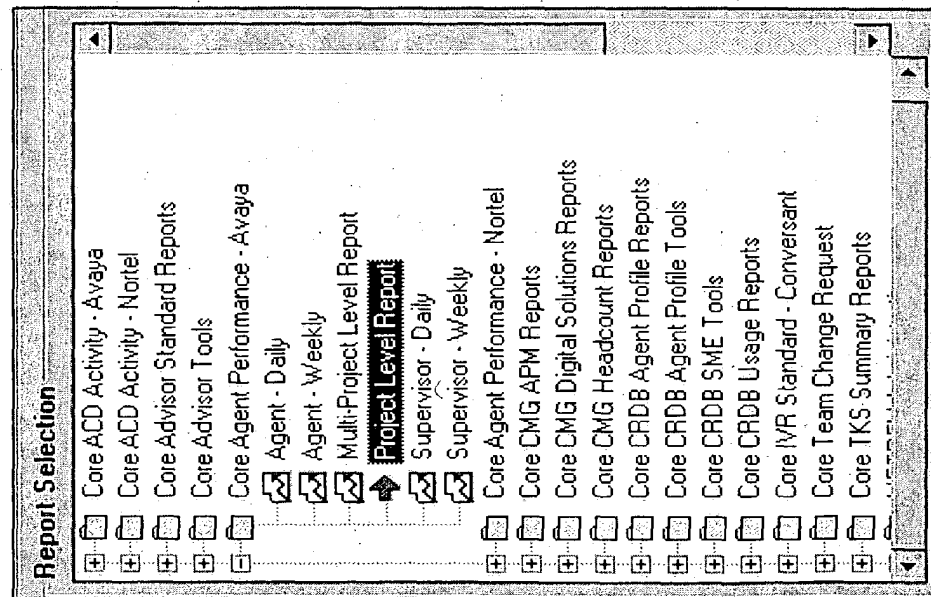
June, 2003

Run Date: July 16, 2003 16:58:45

Parm Date: June 30.

| BU | Site | Project/TL | Assigned | | June | | Attendance | | Quality | | Professionalism | | Efficiency | | Effectiveness | | Overall Rating | | | | | | |
|------|------|------------|--------------|-------------------|---------------------------|-------|------------|------------|---------|-------|-----------------|--------|------------|------------|---------------|-------|----------------|-------|-------|------|-------|-------|-----|
| | | | Agents to TL | Total for Project | Agent % Feedback Complete | May | Jun | +/- Change | May | Jun | +/- Change | May | Jun | +/- Change | May | Jun | +/- Change | | | | | | |
| | | | | | | | | | | | | | | | | | | | | | | | |
| 77 | | | | | | | | | | | | | | | | | | | | | | | |
| Be | | | 8 | | 88.66 | 93.75 | 90.00 | -4% | 55.62 | 57.82 | 2% | 100.00 | 97.50 | -3% | 50.00 | 53.75 | 4% | 51.25 | 46.25 | -5% | 64.28 | 61.56 | -3% |
| Bi | | | 13 | | 100.00 | 82.31 | 82.31 | 0% | 49.23 | 53.95 | 5% | 100.00 | 100.00 | 0% | 59.23 | 50.00 | 1% | 56.38 | 45.38 | -10% | 61.85 | 62.05 | 0% |
| Ke | | | 13 | | 98.21 | 72.31 | 70.77 | -2% | 59.69 | 59.46 | 0% | 100.00 | 100.00 | 0% | 62.31 | 61.54 | -1% | 54.62 | 53.85 | -1% | 64.75 | 63.59 | -1% |
| Si | | | 13 | | 100.00 | 78.46 | 76.15 | -2% | 62.54 | 49.92 | -13% | 100.00 | 98.46 | -2% | 59.23 | 60.00 | 1% | 64.62 | 66.15 | 2% | 67.30 | 63.67 | -4% |
| Su | | | 5 | | 93.22 | 93.33 | 88.00 | -5% | 58.88 | 80.00 | 21% | 100.00 | 100.00 | 0% | 51.43 | 50.00 | -1% | 48.89 | 56.67 | 18% | 67.60 | 72.61 | 5% |
| Wa | | | 13 | | 96.83 | 74.62 | 75.92 | 2% | 58.23 | 50.65 | -17% | 0.00 | 100.00 | 100% | 68.46 | 65.36 | -3% | 59.46 | 54.62 | -4% | 53.51 | 62.91 | -1% |
| Will | | | 12 | | 91.67 | 80.63 | 84.17 | 3% | 51.08 | 62.08 | 11% | 100.00 | 100.00 | 0% | 53.33 | 57.50 | 4% | 50.83 | 48.33 | -3% | 59.58 | 63.96 | 4% |

FIG. 13



| Account Report | | | | | | | | | | | | | |
|---------------------------------|--|-------------|--|------------------|--|-------|--|-----------|--|-------|--|--|--|
| From: 08/01/2002 To: 08/10/2002 | | | | | | | | | | | | | |
| Account Name: [REDACTED] | | | | | | | | | | | | | |
| Time in AUX Reason Code | | | | | | | | | | | | | |
| | | Not Defined | | Preshift Meeting | | Break | | Team Lead | | Other | | | |
| | | | | | | | | | | | | | |
| | | | | | | | | | | | | | |
| | | | | | | | | | | | | | |
| | | | | | | | | | | | | | |
| | | | | | | | | | | | | | |
| | | | | | | | | | | | | | |
| | | | | | | | | | | | | | |
| | | | | | | | | | | | | | |
| | | | | | | | | | | | | | |
| | | | | | | | | | | | | | |
| | | | | | | | | | | | | | |
| | | | | | | | | | | | | | |
| | | | | | | | | | | | | | |
| | | | | | | | | | | | | | |
| | | | | | | | | | | | | | |
| | | | | | | | | | | | | | |
| | | | | | | | | | | | | | |
| | | | | | | | | | | | | | |
| | | | | | | | | | | | | | |
| | | | | | | | | | | | | | |
| | | | | | | | | | | | | | |
| | | | | | | | | | | | | | |
| | | | | | | | | | | | | | |
| | | | | | | | | | | | | | |
| | | | | | | | | | | | | | |
| | | | | | | | | | | | | | |
| | | | | | | | | | | | | | |
| | | | | | | | | | | | | | |
| | | | | | | | | | | | | | |
| | | | | | | | | | | | | | |
| | | | | | | | | | | | | | |
| | | | | | | | | | | | | | |
| | | | | | | | | | | | | | |
| | | | | | | | | | | | | | |
| | | | | | | | | | | | | | |
| | | | | | | | | | | | | | |
| | | | | | | | | | | | | | |
| | | | | | | | | | | | | | |
| | | | | | | | | | | | | | |
| | | | | | | | | | | | | | |
| | | | | | | | | | | | | | |
| | | | | | | | | | | | | | |
| | | | | | | | | | | | | | |
| | | | | | | | | | | | | | |
| | | | | | | | | | | | | | |
| | | | | | | | | | | | | | |
| | | | | | | | | | | | | | |
| | | | | | | | | | | | | | |
| | | | | | | | | | | | | | |
| | | | | | | | | | | | | | |
| | | | | | | | | | | | | | |
| | | | | | | | | | | | | | |
| | | | | | | | | | | | | | |
| | | | | | | | | | | | | | |
| | | | | | | | | | | | | | |
| | | | | | | | | | | | | | |
| | | | | | | | | | | | | | |
| | | | | | | | | | | | | | |
| | | | | | | | | | | | | | |
| | | | | | | | | | | | | | |
| | | | | | | | | | | | | | |
| | | | | | | | | | | | | | |
| | | | | | | | | | | | | | |
| | | | | | | | | | | | | | |
| | | | | | | | | | | | | | |
| | | | | | | | | | | | | | |
| | | | | | | | | | | | | | |
| | | | | | | | | | | | | | |
| | | | | | | | | | | | | | |
| | | | | | | | | | | | | | |
| | | | | | | | | | | | | | |
| | | | | | | | | | | | | | |
| | | | | | | | | | | | | | |
| | | | | | | | | | | | | | |
| | | | | | | | | | | | | | |
| | | | | | | | | | | | | | |
| | | | | | | | | | | | | | |
| | | | | | | | | | | | | | |
| | | | | | | | | | | | | | |
| | | | | | | | | | | | | | |
| | | | | | | | | | | | | | |
| | | | | | | | | | | | | | |
| | | | | | | | | | | | | | |
| | | | | | | | | | | | | | |
| | | | | | | | | | | | | | |
| | | | | | | | | | | | | | |

PPM Acknowledgement
Detail Report

From 6/1/2003 to 6/30/2003

| Code | Project Description | Supervisor | Agent | Event # | Acknowledgement Type | Status | Acknowledged By |
|-------------|---------------------|------------|-------|---------|-------------------------|--------|-----------------|
| B/ | Bz | Ji | Sc | 979641 | Observation - Agent | Closed | So |
| | | | | 11322 | Weekly Scorecard | Closed | So |
| | | | | 11324 | Weekly Scorecard | Closed | So |
| | | | | 11322 | Final Monthly Scorecard | Closed | So |
| | | | | | Monthly Review | Closed | So |
| | | | | 11322 | Weekly Scorecard | Closed | So |
| | | | | 11322 | Weekly Scorecard | Closed | So |
| | | | | 11322 | Weekly Scorecard | Closed | So |
| Subtotal | | | | 7 | | | |
| Grand Total | | | | 7 | | | |

FIG. 15

PPM Acknowledgement
Summary Report by BU
From 6/1/2003 to 6/30/2003

| BU | Acknowledgements | | | | | | Completed Acknowledgements | | | | | |
|-------------|------------------|---------|------------|--------|--------|-----|----------------------------|---------|------|--|--|--|
| | Pending | Total | % Complete | SPC | | TL | | Agent | | | | |
| | | | | # | % | # | % | # | % | | | |
| A' | 22,359 | 73,516 | 69.59% | 1,114 | 1.52% | 15 | 0.02% | 50,028 | 68.0 | | | |
| E' | 706 | 9,711 | 92.73% | 5,472 | 56.35% | 115 | 1.18% | 3,418 | 35.2 | | | |
| S' | 10,031 | 55,214 | 81.83% | 4,115 | 7.45% | 477 | 0.86% | 40,591 | 73.5 | | | |
| V' | 180 | 498 | 63.86% | 33 | 6.63% | 0 | 0.00% | 285 | 57.2 | | | |
| B' | 4,492 | 9,285 | 51.62% | 341 | 3.67% | 0 | 0.00% | 4,452 | 47.9 | | | |
| S' | 17,585 | 52,003 | 66.18% | 4,725 | 9.09% | 181 | 0.35% | 29,512 | 56.7 | | | |
| Grand Total | 55,353 | 200,227 | 72.35% | 15,800 | 7.89% | 788 | 0.39% | 128,286 | 64.0 | | | |

FIG. 16

Employee Reviews

Select

Project:

Employee:

Start Date: Finish Date:

☒ Monthly
☐ Semi-Annual
☐ Both

Detail

| | | | | | |
|----------------------------|----------------------|-------------------------|------------|--------------|----------|
| Group Id: 401 - Attendance | Review Type: Monthly | Review Date: 07/31/2001 | Grade: 5.0 | Rating: 0.25 | Comments |
| Group Id: 401 - Attendance | Review Type: Monthly | Review Date: 07/31/2001 | Grade: 5.0 | Rating: 0.25 | Comments |
| Group Id: 401 - Attendance | Review Type: Monthly | Review Date: 07/31/2001 | Grade: 5.0 | Rating: 0.25 | Comments |
| Group Id: 401 - Attendance | Review Type: Monthly | Review Date: 07/31/2001 | Grade: 5.0 | Rating: 0.25 | Comments |

FIG. 17